Panasonic

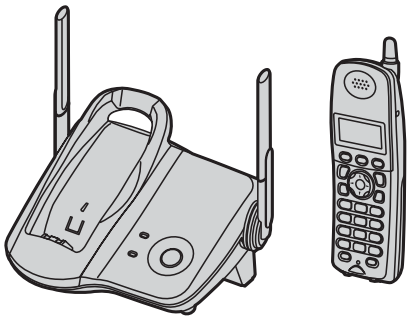
Operating Instructions

5.8 GHz Digital Cordless Phone

Model No. **KX-TG5921NZ**

5.8 GHz Expandable Digital Cordless Phone with Two Handsets

Model No. **KX-TG5922NZ**



Model shown is KX-TG5921NZ.

This unit is compatible with Caller ID. To use this feature, you must subscribe to the appropriate service offered by your service provider.

Charge the handset battery for 7 hours before initial use.

Please read these Operating Instructions before using the unit and save for future reference.

Introduction

Introduction 3
About these operating instructions 4
Accessory information 6
Important safety instructions 8
For best performance 11

Preparation

Setting up the base unit 12
Setting up the handset 13
Controls 16
Displays 18

Making/Answering Calls

Making calls 19
Answering calls 20
Useful features during a call 20

Phonebook

Handset phonebook 23
Copying handset phonebook items . . . 25

Caller ID Service

Using Caller ID service 26
Caller list 28

Programming

Programmable settings 30

Voice Mail Service

Using Voice Mail service 34

Multi-unit Operation

Handset locator 36
Intercom 36
Transferring calls between handsets, conference calls 37
Registering a handset 37

Useful Information

Wall mounting 39
Headset (optional) 42
Error messages 43
Troubleshooting 45
Specifications 48

Index

Index 49

Introduction

Thank you for purchasing a Panasonic cordless telephone.

We recommend keeping a record of the following information for future reference.

Serial No. _____ Date of purchase _____

(found on the bottom of the base unit)

Name and address of dealer _____

Attach your purchase receipt here.

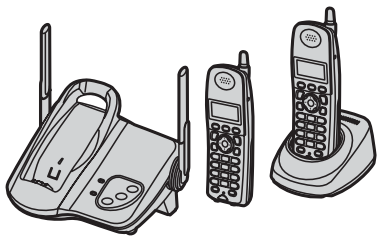
About these operating instructions

These operating instructions can be used for KX-TG5921/KX-TG5922.

Descriptions of the multiple handsets and charger

KX-TG5922 includes 2 handsets and a charger. Descriptions of the multiple handsets and charger in these operating instructions are for KX-TG5922 only.

KX-TG5922

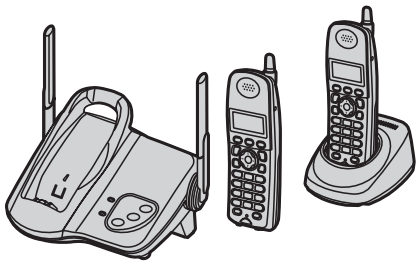


Symbols used in these operating instructions

Symbol	Meaning
Example: “**`Ringer ID`**”	Press **【▲】** or **【▼】** to select the words in quotations shown on the display.
→	Proceed to the next operation.
Example: 【MENU】, 【Phonebook】	The words in the brackets indicate button names including soft key names (page 18) on the handset and base unit.
Example: **【MENU】** → **【0】【5】【2】** → Select the desired setting. → **【Save】** → **【OFF】**	Press **【MENU】**, then press **【0】**, **【5】**, **【2】**. Press **【▲】** or **【▼】** to select the desired setting. Press **【Save】**, then press **【OFF】**.

Expanding your phone system

KX-TG5922 users can expand the system by adding an accessory handset sold separately (max. 3 handsets).

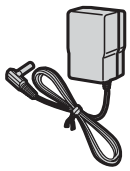


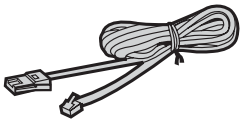
\+

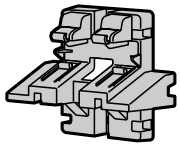
Accessory handset (up to 1)
KX-TGA560AZ

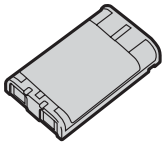
Accessory information

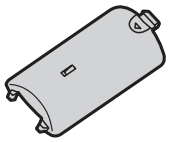
Included accessories

① 

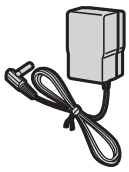
② 

③ 

④ 

⑤ 

⑥

⑦ 

No.	Accessory item	Quantity	
		KX-TG5921	KX-TG5922
①	AC adaptor for base unit	1	1
②	Telephone line cord	1	1
③	Wall mounting adaptor	1	1
④	Battery	1	2
⑤	Handset cover*1	1	2
⑥	Charger	–	1
⑦	AC adaptor for charger	–	1

*1 The handset cover comes attached to the handset.

Additional/replacement accessories

Accessory item	Order number
Rechargeable nickel metal hydride (Ni-MH) battery	HHR-P104
Accessory handset with charger*1	KX-TGA560AZ

*1 KX-TG5922 only

Accessory item	KX-TG5921	KX-TG5922
Belt clip	PQKE10396Z1	PQKE10396Z2

Important safety instructions

When using the product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read all instructions carefully.
2. Follow all warnings and instructions marked on the product.
3. Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a moist cloth for cleaning.
4. Do not use the product near water, for example near a bathtub, wash bowl, kitchen sink, etc.
5. Place the product securely on a stable surface. Serious damage and/or injury may result if the product falls.
6. Do not cover slots and openings on the product. They are provided for ventilation and protection against overheating. Never place the product near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the product. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the product where no one can step or trip on the cord.
9. Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
10. Never push any objects through slots in the product. This may result in the risk of fire or electric shock. Never spill any liquid on the product.
11. To reduce the risk of electric shock, do not disassemble the product. Take the product to an authorised service centre when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
12. Unplug the product from power outlets and take to an authorised service centre when the following conditions occur:
    A. When the power cord is damaged or frayed.
    B. If liquid has been spilled into the product.
    C. If the product has been exposed to rain or water.
    D. If the product does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorised service centre.
    E. If the product has been dropped or physically damaged.
    F. If the product exhibits a distinct change in performance.
13. During thunderstorms, avoid using telephones except cordless types. There may be a remote risk of an electric shock from lightning.
14. Do not use the product to report a gas leak, when in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

CAUTION:

Installation

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Do not touch the plug with wet hands.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

Battery

To reduce the risk of fire or injury to persons, read and follow these instructions.

- Use only the battery(ies) specified.
- Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) provided, or identified for use with the product only, in accordance with the instructions and limitations specified in this manual.

WARNING:

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 5.76 GHz to 5.84 GHz, and the power output is 200 mW (max.).) Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

General warnings

- This equipment will be inoperable when mains power fails.
- When a failure occurs which results in the internal parts becoming accessible, disconnect the power supply cord

immediately and return the product to an authorised service centre.

- Disconnect the telecom connection before disconnecting the power connection prior to relocating the equipment, and reconnect the power first.
- No “111” or other calls can be made from this device during a mains power failure. This equipment shall not be set to make automatic calls to the Telecom “111” Emergency Service.
- To minimise the possibility of lightning damage, when you know that a thunderstorm is coming, we recommend that you:
  – Unplug the telephone line cord from the phone jack.
  – Unplug the power supply cord from the AC power outlet.
- The earpiece on the handset is magnetised and may retain small metallic objects.
- This equipment has been tested and found to comply with AS/NZS 3548: 1995 limits for electromagnetic interference. Any modifications to any part of the system or to any peripherals may void the EMC compliance of the system or the peripherals.
- Not all telephones will respond to incoming ringing when connected to the extension socket.
- This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

Important notice

- Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

For best performance

Base unit location/avoiding noise

The base unit and other compatible Panasonic units use radio waves to communicate with each other.
For maximum distance and noise-free operation, we recommend the following:

- Placing the product away from electrical appliances.
- Placing the base unit in a HIGH and CENTRAL location with no obstructions such as walls.
- Raising the antennas vertically.
- If you use the handset near a microwave oven which is being used, noise may be heard. Move away from the microwave oven and closer to the base unit.
- If you use the handset near another cordless phone's base unit, noise may be heard. Move away from the other cordless phone's base unit and closer to your base unit.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 5 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating near 5.8 GHz electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

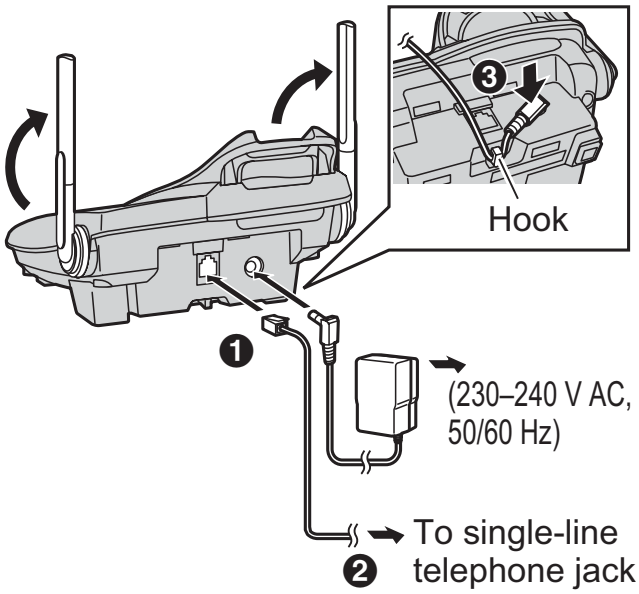
- Wipe the outer surface of the product with a soft moist cloth. Do not use benzine, thinner, or any abrasive powder.

Setting up the base unit

Connecting the AC adaptor and telephone line cord

Connect the telephone line cord until it clicks into the base unit (❶) and telephone line jack (❷). Connect the AC adaptor cord by pressing the plug firmly (❸).

- Use only the included Panasonic AC adaptor PQLV1AL.



Note:

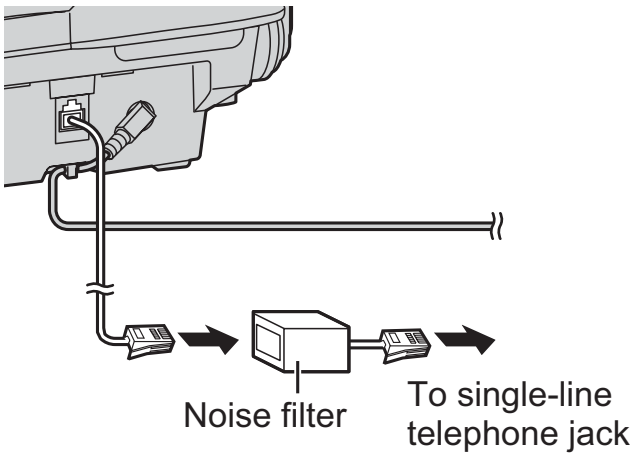
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.
- The unit will not work during a power failure. We recommend connecting a standard telephone to the same telephone line or to the same telephone jack using a BT double adaptor.
- The unit is not designed to be used with rotary (pulse dialling) services.

If you subscribe to an ADSL service

Please attach a noise filter (contact your ADSL provider) to the telephone line between the base unit and the telephone line jack in the event of the following:

– Noise is heard during conversations.

– Caller ID features (page 26) do not function properly.



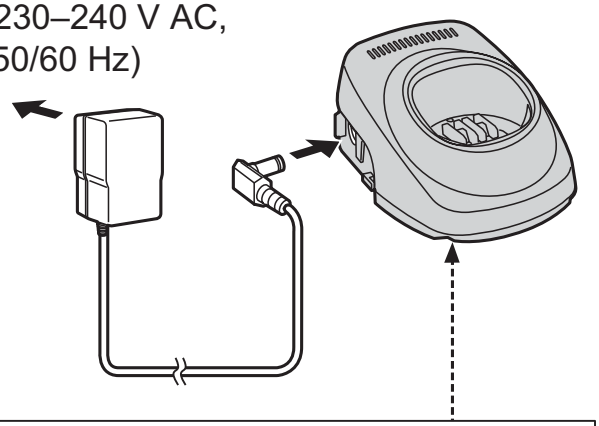
Setting up the handset

Connecting the charger

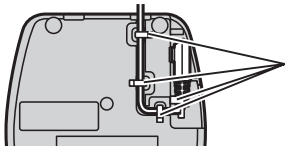
Available model(s):
KX-TG5922

- Use only the included Panasonic AC adaptor KX-TCA1AL.

(230–240 V AC, 50/60 Hz)



Bottom of the charger

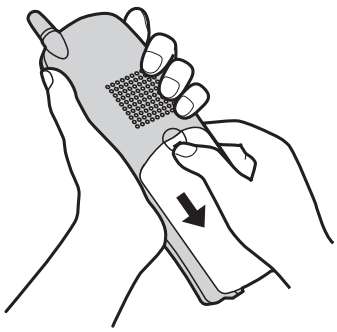


Fasten the AC adaptor cord to prevent it from being disconnected.

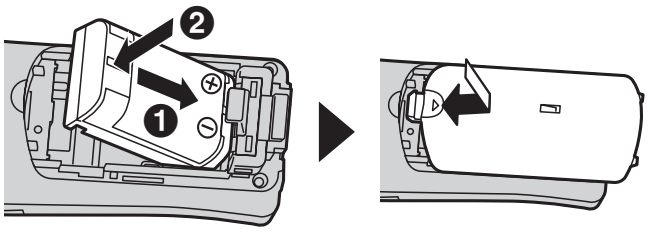
Battery installation/replacement

1 Press the notch of the handset cover firmly, and slide it in the direction of the arrow.

- If necessary, remove the old battery.



2 Insert the battery (❶), and press it down until it snaps into position (❷). Then close the handset cover.



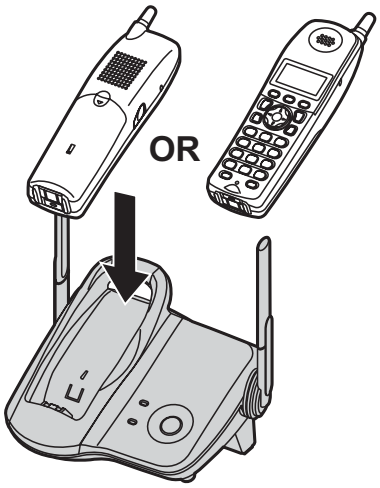
Important:

- Use only the rechargeable Panasonic battery noted on page 7.

Battery charge

Place the handset on the base unit or charger for **7 hours** before initial use. While charging, "**Charging**" is displayed and the CHARGE indicator on the base unit lights. When the battery is fully charged, "**Charge completed**" is displayed.

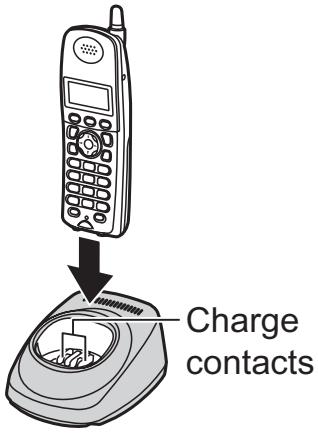
Base unit:



- Model shown is KX-TG5921.

Charger:

Available model(s):
KX-TG5922



Note:

- If you want to use the unit immediately, charge the battery for at least 15 minutes.
- To ensure that the battery charges properly, clean the charge contacts of the handset, base unit, and charger with a soft, dry cloth once a month. Clean more often if the unit is subject to the exposure of grease, dust, or high humidity.

Battery level

Battery icon	Battery level
	Fully charged
	Medium
	Low Flashing: needs to be recharged.
	Empty

Note:

- When the battery needs to be charged, the handset beeps intermittently while it is in use.

Panasonic battery performance

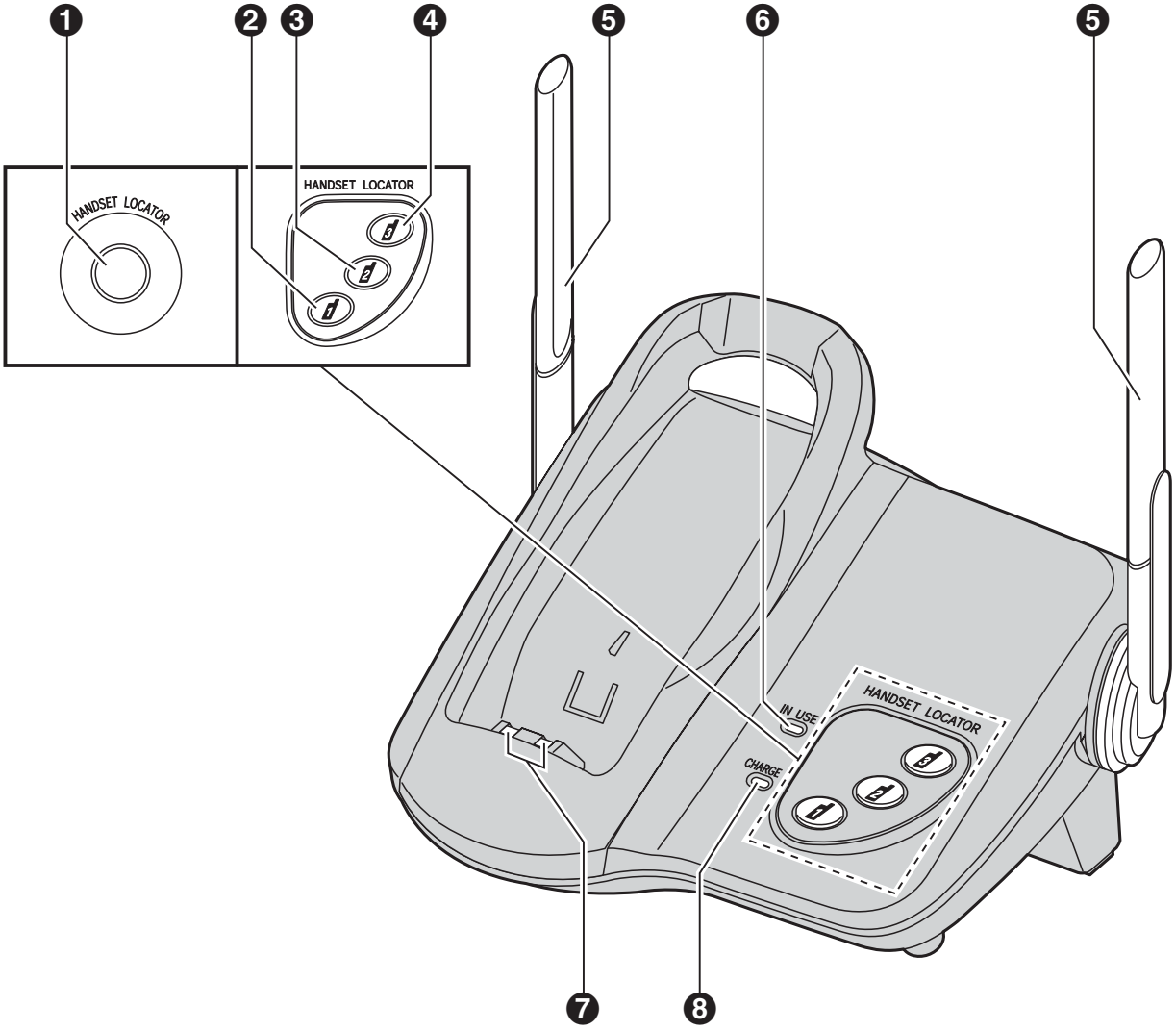
Operation	Operating time
While in use (talking)	Up to 5 hours
While not in use (standby)	Up to 11 days
While using the clarity booster feature (page 21)	Up to 3 hours

Note:

- Battery operating time may be shortened over time depending on usage conditions and surrounding temperature.
- Battery power is consumed whenever the handset is off the base unit or charger, even when the handset is not in use. Hence the longer you leave the handset off the base unit or charger, the less time you may actually talk using the handset.
- After the handset is fully charged, displaying "**Charge completed**", it may be left on the base unit (or charger) without any ill effect on the battery.
- The battery level may not be displayed correctly after you replace the battery. In this case, place the handset on the base unit (or charger) and let charge for 7 hours.

Controls

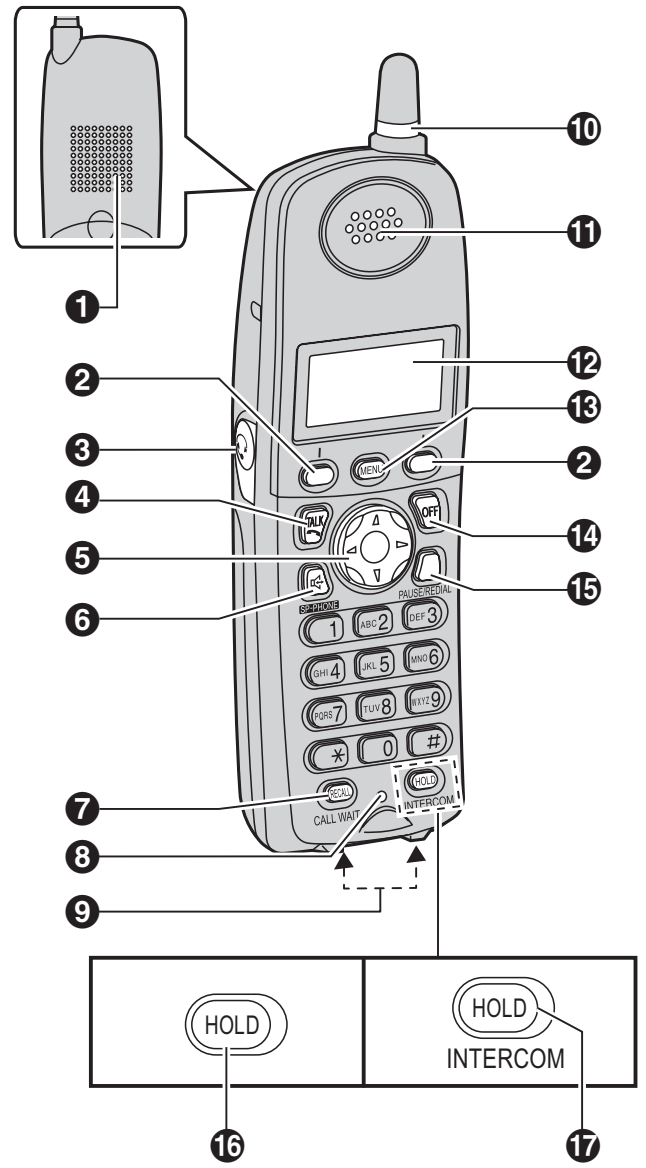
Base unit



❶ 【HANDSET LOCATOR】*1
❷ 【 】(HANDSET LOCATOR)*2
❸ 【 】(HANDSET LOCATOR)*2
❹ 【 】(HANDSET LOCATOR)*2
❺ Antennas
❻ IN USE indicator
❼ Charge contacts
❽ CHARGE indicator

*1 KX-TG5921
*2 KX-TG5922

Handset



❶ **Speaker**
❷ **Soft keys**
❸ **Headset jack**
❹ **【📞】(TALK)**
❺ **Navigator key (【▲】【▼】【◄】【►】)**
❻ **【🔊】(SP-PHONE)**
❼ **【RECALL】【CALL WAIT】**
❽ **Microphone**
❾ **Charge contacts**
❿ **Ringer indicator**
Message indicator
⓫ **Receiver**
⓬ **Display**
⓭ **【MENU】**
⓮ **【OFF】**
⓯ **【PAUSE/REDIAL】**
⓰ **【HOLD】**[*1]
⓱ **【HOLD】【INTERCOM】**[*2]

*1 KX-TG5921
*2 KX-TG5922

Note:

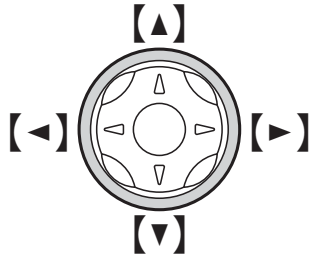
- Some operations not mentioned above are displayed as soft key selections during operation (page 18).
  Example: 【Mute】

Using the navigator key

The handset navigator key can be used to navigate through menus and to select items shown on the display, by pressing 【▲】, 【▼】, 【◄】, or 【►】.

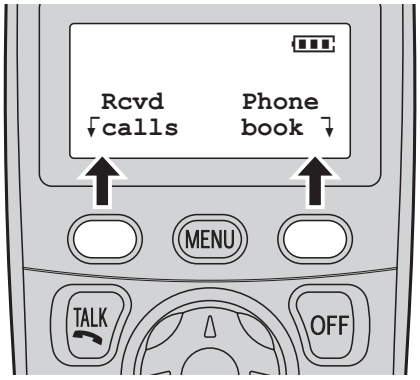
Adjusting audio volume

Press 【▲】 or 【▼】 repeatedly while talking.



Handset soft keys

The handset features 2 soft keys. By pressing a soft key, you can select the feature shown directly above it on the display.
【Select】, **【Save】**, **【OK】** and additional other functions are assigned to soft keys, pay attention to soft keys to find functions you need during handset operation.



Note:

- In these operating instructions, soft key names are written inside brackets, the same way as other unit keys.
  Example:
  Unit keys: **【】**, **【OFF】**, etc.
  Soft keys: **【Rcvd calls】**, **【Phonebook】**, etc.

Displays

Handset display items

Displayed item	Meaning
VE	Voice enhancer is on.
	Battery level

Making calls

1 Lift the handset and dial the phone number.
- To correct a digit, press **【Clear】**.

2 Press **【📞】** or **【Call】**.

3 When you finish talking, press **【OFF】** or place the handset on the base unit or charger.

Note:
- "**Line in use**" is displayed when someone is talking on another handset (KX-TG5922) or another phone.

Using the speakerphone

1 Lift the handset, dial the phone number, and press **【🔊】**.
- Speak alternately with the other party.

2 When you finish talking, press **【OFF】**.

Note:
- Use the speakerphone in a quiet environment.
- To switch to the receiver, press **【📞】**.

Adjusting the receiver/speaker volume

Press **【▲】** or **【▼】** repeatedly while talking.

Making a call using the redial list

The last 5 phone numbers dialled are stored in the redial list.

1 **【REDIAL】**

2 Press **【▲】** or **【▼】** to select the desired number.

3 **【📞】**

Erasing a number in the redial list

1 **【REDIAL】**

2 Press **【▲】** or **【▼】** to select the desired number. → **【Erase】** → **【Yes】** → **【OFF】**

PAUSE button (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service.

For example, if you need to dial the line access number "9" when making outside calls with a PBX:

1 **【9】** → **【PAUSE】** → Dial the phone number.

2 **【📞】**

Note:
- A 3.5 second pause is inserted each time **【PAUSE】** is pressed. Press repeatedly to insert longer pauses.

Answering calls

When a call is being received, the ringer indicator flashes rapidly.

1 Lift the handset and press 【 】 or 【 】.

- You can also answer the call by pressing any button except 【▲】, 【▼】, 【◄】, 【►】, or 【**OFF**】. **(Any key talk feature)**

2 When you finish talking, press 【**OFF**】.

Note:

- You can change the ringer indicator light colour and the ringer tone. You can also adjust the handset ringer volume (page 32).

Auto talk

This feature allows you to answer a call by simply lifting the handset off the base unit or charger. You do not need to press 【 】. To activate this feature, see page 32.

Temporary ringer off

While the handset is ringing for an outside call, you can turn the ringer off temporarily by pressing 【**OFF**】.

Useful features during a call

HOLD button

This feature allows you to put an outside call on hold.

KX-TG5921

Press 【**HOLD**】 during an outside call.

- To release the hold, press 【 】.

Note:

- If another phone is connected on the same line (page 12), you can also take the call by lifting its handset.
- If a call is kept on hold for more than 6 minutes, an alarm tone starts to sound. After 4 additional minutes on hold, the call is disconnected.

KX-TG5922

1 Press 【**HOLD**】 during an outside call.

- To transfer the call to another handset, continue from step 2 on page 37, “Transferring calls between handsets, conference calls”.

2 Press 【**HOLD**】 again.

- To release the hold, press 【 】.
- Another handset user can take the call by pressing 【 】.

Note:

- If another phone is connected on the same line (page 12), you can also take the call by lifting its handset.
- If a call is kept on hold for more than 6 minutes, an alarm tone starts to sound.

After 4 additional minutes on hold, the call is disconnected.

Mute

While mute is turned on, you can hear the other party, but the other party cannot hear you.

To mute your voice, press **【Mute】**.

- To return to the conversation, press **【Mute】** or **【 】**.

Note:

- **【Mute】** is a soft key visible on the handset display during a call.

RECALL button

Pressing **【RECALL】** allows you to use special features of your host PBX such as transferring an extension call, or accessing optional telephone services such as Call Waiting.

Note:

- To change the recall time, see page 33.

For Call Waiting service users

To use Call Waiting, you must subscribe to your telephone company's Call Waiting service.

This feature allows you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a Call Waiting tone. Please contact your telephone company for details and availability of this service in your area.

Press **【CALL WAIT】** to answer the 2nd call.

- To switch between calls, press **【CALL WAIT】**.

Handset clarity booster

This feature can improve sound clarity when the handset is used in an area where there may be interference. During an outside call, this feature is turned on automatically when necessary. You can also turn this feature on or off manually.

1 Press **【MENU】** during an outside call.

2 Press **【2】** to select "**`Booster on`**" or "**`Booster off`**".

Note:

- When this feature is turned off manually during a call, it is not turned on automatically during the same call.
- While this feature is turned on;
  – the battery operating time is shortened (page 15).
  – the maximum number of extensions that can be used at a time may decrease when you have 3 handsets.

Handset voice enhancer

This feature can simulate a band signal above the normal bandwidth limitations, achieving a sound which is close to the actual voice. You can turn this feature on or off, depending on the circumstance (page 33).

Press 【**(VE)**】 during an outside call to turn on or off this feature.

- When this feature is turned on, (VE) is displayed.

Note:

- 【**(VE)**】 is a soft key visible on the handset display during an outside call.
- Depending on the condition and quality of your telephone line, this feature may emphasise existing line noise. If it becomes difficult to hear, turn this feature off.

Call share

Available model(s):
KX-TG5922

This feature allows the handset to join an existing outside call.
To join the conversation, press 【 】 when the other handset is on an outside call.

Note:

- A maximum of 3 parties (including 1 outside party) can join a conversation using 2 extensions.

Handset phonebook

You can add up to 50 items to the handset phonebook and search for phonebook items by name.

Adding items to the phonebook

1 **【Phonebook】**

2 **【Add】**

3 Enter the name (max. 16 characters). → **【Next】**

4 Enter the phone number (max. 32 digits). → **【Next】** → **【Save】**

- To add other items, repeat from step 2.

5 **【OFF】**

Note:

- Caller ID subscribers can use ringer ID and light-up ID features (page 27).

Character table

Key	Character
【1】	& ’ ( ) , – . / 1
【2】	a b c A B C 2
【3】	d e f D E F 3
【4】	g h i G H I 4
【5】	j k l J K L 5
【6】	m n o M N O 6
【7】	p q r s P Q R S 7
【8】	t u v T U V 8
【9】	w x y z W X Y Z 9
【0】	0 Space
【✳】	✳
【⌗】	#

- To enter another character that is located on the same dial key, first press 【►】 to move the cursor to the next space.

Editing/correcting a mistake

Press 【◄】 or 【►】 to move the cursor to the character or number you want to erase, then press **【Clear】**. Enter the appropriate character or number.

- Press and hold **【Clear】** to erase all characters or numbers.

Finding and calling a phonebook item

Phonebook items can be searched for alphabetically by scrolling through the phonebook items or by entering the first initial.

Searching for a name alphabetically by scrolling through all items

1 **【Phonebook】** → **【Search】**

2 Press 【▲】 or 【▼】 to select the desired item.

3 Press 【📞】 to dial the phone number.

Searching for a name by initial

1 **【Phonebook】 → 【Search】**

2 Press the dial key (**【0】** – **【9】**, **【#】**, or **【*】**) that corresponds to the first letter you are searching for (see the character table, page 23).
Example: "**LISA**"
Press **【5】** repeatedly to display the first phonebook entry starting with the initial "**L**" and go to step 3.
- If there is no item corresponding to the letter you selected, the next item is displayed.

3 Press **【▼】** to select the desired item.

4 Press **【📞】** to dial the phone number.

Editing items in the phonebook

1 Find the desired item (page 23, 24). → **【Option】** → "**Edit**" → **【Select】**

2 Edit the name if necessary (see the character table, page 23). → **【Next】**

3 Edit the phone number if necessary. → **【Next】** → **【Save】** → **【OFF】**

Erasing items in the phonebook

1 Find the desired item (page 23, 24).

2 **【Erase】** → **【Yes】** → **【OFF】**

Chain dial

This feature allows you to dial phone numbers in the handset phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the handset phonebook, without having to dial manually.

1 During an outside call, press **【MENU】**.

2 "**Phonebook**" → **【Select】**

3 Find the desired item (page 23, 24). → **【Call】**

Note:
- When storing a calling card access number and your PIN in the phonebook as one phonebook item, press **【PAUSE】** to add pauses after the number and PIN as necessary (page 19).

Copying handset phonebook items

Available model(s):
KX-TG5922

You can copy one or all of the phonebook items from one handset to another.

Important:

- Ringer ID and light-up ID settings for phonebook items are not copied.

Copying an item

1 **【MENU】** → **【⌗】【1】**

2 Select the destination unit by pressing **【▲】** or **【▼】**. → **【Next】**

3 Press **【▲】** or **【▼】** to select the desired item. → **【Send】**

4 Press **【OFF】** after the long beep.

Copying all items

1 **【MENU】** → **【⌗】【2】**

2 Select the destination unit by pressing **【▲】** or **【▼】**. → **【Send】**

3 Press **【OFF】** after the long beep.

Using Caller ID service

Important:

- This unit is Caller ID compatible. To use Caller ID features, you must subscribe to your telephone company's Caller ID service.

For all local and national incoming calls, your display will show the area code (e.g. 09 for Auckland) or the cellular prefix (e.g. 0274 for Telecom Cellular) followed by the caller's phone number. An Auckland caller's number will be displayed as 09XXXXXXX. The 7 X's represent the 7 digits of the caller's phone number. A caller from a 6-digit Telecom Cellular number will be displayed as 0274XXXXXX. For incoming international calls, your display may only show "0000". For business users on a Centrex line, your display will show Centrex extension numbers in the shorter extension number format used within your company.

- The Caller ID information is not presented on incoming fax calls if Telecom FaxAbility is used.

Using toll services from Telecom or another company

Your telephone company may charge you for a local call if the number dialled has the area code prefix included. If this is unacceptable, dial only the 7-digit local number. Do not dial the "0" prefix or the area code.

Caller ID features

When an outside call is being received, the calling party's telephone number is displayed.

Telephone numbers for the last 50 different callers is logged in the caller list by the most recent call to the oldest.

- If the unit cannot receive caller information, the following is displayed:
  - "**Out of area**": The caller dialled from an area which does not provide Caller ID service.
  - "**Private caller**": The caller requested not to send caller information.
- If the unit is connected to a PBX system, caller information may not be received properly. Consult your PBX supplier.
- If the name display service is available in your area, the display will show caller names. For further information, please contact your telephone company.

Missed calls

If a call is not answered, the unit treats the call as a missed call. The number of missed calls is shown on the handset display. This lets you know if you should view the caller list to see who called while you were out.

Private name display

When caller information is received and it matches a phone number stored in the phonebook, the stored name is displayed and logged in the caller list.

Ringer ID

This feature can help you identify who is calling by using different ringers for different callers stored in the phonebook. You can assign a different ringer to each phonebook item. When a call is received from a caller stored in the phonebook, the ringer is used after Caller ID information is displayed.
If you select "**No Ringer ID**", the handset uses the ringer tone you selected on page 32 when a call is received from that caller. The default setting is "**No Ringer ID**".

- The ringer may be changed after the 2nd ring.

1 Find the desired item (page 23, 24). → **【Option】**

2 "**Ringer ID**" → **【Select】**

3 Select the desired ringer tone.

4 **【Save】** → **【OFF】**

Light-up ID

This feature can help you identify who is calling by using different ringer indicator colours for different callers stored in the handset phonebook. You can assign a different indicator colour to each handset phonebook item. When a call is received from a caller stored in the handset phonebook, the indicator colour is used after Caller ID information is displayed.
If you select "**No Light-up ID**", the handset uses the ringer indicator colour you selected on page 32 when a call is received from that caller.
The default setting is "**No Light-up ID**".

- The indicator colour may be changed after the 2nd ring.

1 Find the desired item (page 23, 24). → **【Option】**

2 "**Light-up ID**" → **【Select】**

3 Select the desired ringer indicator colour.

4 **【Save】** → **【OFF】**

Caller list

Viewing the caller list and calling back

1 Press 【▲】 or 【▼】 to enter the caller list.

2 Press 【▼】 to search from the most recent call, or 【▲】 to search from the oldest call.

3 【📞】

Note:

- If you do not want to dial the area codes when making calls from the Caller ID list, you can store the area codes which you want the unit to delete automatically (page 28).
- KX-TG5922:
  Each handset has its own caller list. If you viewed the caller list or answered a call on one handset, the same information in the other handsets is displayed as "**missed calls**".
- You can also press 【**Rcvd calls**】 to enter the caller list.
- If the same caller calls more than once, it is displayed with the number of times the caller called ("**×2**" to "**×9**"). Only the date and time of the most recent call is stored.
- A ✓ is displayed next to items which have already been viewed or answered.
- If an arrow (→) is displayed after the number, the whole phone number is not shown. Press 【►】 to see the remaining numbers. To return to the previous display, press 【◄】.

Storing your area code

We recommend storing your area code before using Caller ID (page 26). Calls from the same area will be recorded in the caller list without the area code. You do not have to remove it before calling back the caller or storing in the phonebook.

1 【**MENU**】 → 【**0**】【**4**】

2 Enter your area code (max. 8 digits).

- To correct a digit, press 【◄】 or 【►】 to move the cursor, then press 【**Clear**】. Enter the correct number.

3 【**Save**】 → 【**OFF**】

Note:

- The use of this feature can prevent a National Call from being dialled.
  For example, the "03" for South Island callers will be omitted and will therefore prevent a National Call to other areas of the South Island.

To erase your area code

Press and hold 【**Clear**】 in step 2, press 【**Save**】, then press 【**OFF**】.

Editing a caller's phone number before calling back

You can edit a phone number in the caller list.

1 Press 【▲】 or 【▼】 to enter the caller list.

2 Select the desired item. → **【Select】** → **【Edit】**

3 Add or erase digits to the beginning of the number as necessary.

- To add a digit, press the desired dial key.
- To erase a digit, press **【Clear】** or 【⌗】.

4 【☎】

Note:

- The edited phone number is not saved in the caller list.

Storing caller information into the phonebook

1 Press 【▲】 or 【▼】 to enter the caller list.

2 Select the desired item. → **【Select】**

- To edit the number, press **【Edit】**, then edit the number (see step 3 on page 29, "Editing a caller's phone number before calling back").

3 **【Save】**

- If there is the name information for the caller, skip to step 5.

4 Enter the name (see the character table, page 23). → **【Next】** → **【Save】**

5 **【OFF】**

Erasing selected caller information

1 Press 【▲】 or 【▼】 to enter the caller list.

2 Select the desired item.

3 **【Erase】** → **【Yes】** → **【OFF】**

Erasing all caller information

1 Press 【▲】 or 【▼】 to enter the caller list.

2 **【All erase】** → **【Yes】**

Programmable settings

You can customise the unit by programming the following features using the handset. To access the features, there are 2 methods: scrolling through the display menus (page 30) or using the direct commands (page 32).

- Mainly the direct command method is used in these operating instructions.

Programming by scrolling through the display menus

1 **【MENU】**

2 Press **【▲】** or **【▼】** to select the desired menu. → **【Select】**

- If there is a sub-menu(s), press **【▲】** or **【▼】** to select the desired item. → **【Select】**

  Example: To access the handset ringer tone setting
  Press **【▲】** or **【▼】** to select "**Ringer setting**". → **【Select】**
  Then press **【▲】** or **【▼】** to select "**Ringer tone**". → **【Select】**

3 Press **【▲】** or **【▼】** to select the desired setting.

- This step may vary depending on the feature being programmed.

4 **【Save】** → **【OFF】**

Main menu	Sub-menu 1	Sub-menu 2	Page
V.M. access	–	–	page 34
Ringer setting	**Ringer volume**	–	–
	Ringer tone	–	–
	Ring colour	–	–
Voice enhancer	–	–	–
Copy phonebook[*1]	**Copy 1 item**	–	page 25
	Copy all items	–	page 25

Main menu	Sub-menu 1	Sub-menu 2	Page
Initial setting	Voice Mail	Store VM access#*2	page 34
	Message alert	–	page 35
	LCD contrast	–	–
	Key tone	–	–
	Auto talk	–	–
	Set area code	–	page 28
	Set tel line	Set dial mode*2	page 46
		Set recall time*2	–
		Set line mode*2	–
	Registration	–	page 37

*1 KX-TG5922

*2 If you programme these settings using one of the handsets, you do not need to programme the same item using another handset (KX-TG5922).

Programming using the direct commands

1 **【MENU】**

2 Enter the desired feature code.

3 Enter the desired setting code.

- This step may vary depending on the feature being programmed.

4 **【Save】** → **【OFF】**

Note:

- In the following table:
  - < > shows the default setting.
  - If “System setting” column is checked, you do not need to programme the same item using another handset (KX-TG5922).
- If you make a mistake or enter the wrong code, press **【OFF】**, then start again by pressing **【MENU】**.

Feature	Feature code	Setting code	System setting
Auto talk[*1]	**【0】【3】**	**【1】**: **On** **【0】**: <**Off**>	–
Copy phonebook (1 item)[*2]	**【#】【1】**	(page 25)	–
Copy phonebook (all items)[*2]	**【#】【2】**	(page 25)	–
Key tone[*3]	**【0】【2】**	**【1】**: <**On**> **【0】**: **Off**	–
LCD contrast (Display contrast)	**【0】【1】**	**【1】**–**【6】**: Level 1–6 <3>	–
Message alert	**【0】【#】**	**【1】**: **On** **【0】**: <**Off**>	–
Registration	**【0】【0】**	(page 37)	–
Ring colour (Ringer indicator colour)	**【1】【4】**	**【1】**: <**Colour1**>=Amber **【2】**: **Colour2**=Green **【3】**: **Colour3**=Red **【4】**: **Multicolour**	–
Ringer tone	**【1】【2】**	**【1】**–**【3】**: **Tone** <1>–3 **【4】**–**【7】**: **Melody 1**–**4**	–
Ringer volume	**【1】【1】**	**【1】**: Low **【2】**: Medium **【3】**: <High> **【0】**: Off	–
Set area code	**【0】【4】**	(page 28)	–
Set dial mode	**【0】【5】【1】**	(page 46)	●
Set line mode[*4]	**【0】【5】【3】**	**【1】**: **A** **【2】**: <**B**>	●

Feature	Feature code	Setting code	System setting
Set recall time[*5]	【0】【5】【2】	【1】: 700ms 【2】: <600ms> 【3】: 400ms 【4】: 300ms 【5】: 250ms 【6】: 110ms 【7】: 100ms 【8】: 90ms	●
Store VM access#	【0】【7】【1】	(page 34)	●
V.M. access	【3】	(page 34)	–
Voice enhancer	【5】	【1】: On 【0】: <Off>	–

*1 If you subscribe to Caller ID service and want to view the caller's information after lifting up the handset to answer a call, turn off this feature.

*2 KX-TG5922

*3 You can select whether or not key tones are heard when keys are pressed. Includes confirmation tones and error tones.

*4 Generally, the line mode setting should not be adjusted. If "**Line in use**" is not displayed when another phone connected to the same line is in use, you need to change the line mode to "**A**".

*5 The recall time depends on your telephone exchange or host PBX. Consult your PBX supplier if necessary.
The setting should stay at 600 ms unless pressing 【**RECALL**】 fails to pick up the Call Waiting call.

Using Voice Mail service

For Telecom Call Minder or TelstraClear Message Mailbox service subscribers
To receive Call Minder or Message Mailbox messages, please note the following:
"Call Minder" and "Message Mailbox" is an automatic answering service offered by your telephone service provider. After you subscribe to this service, the telephone service provider's Voice Mail system will answer calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by the telephone service provider, not your telephone. Your service provider uses a "Stutter" dial tone (special dial tone) to indicate that you have new messages.

Important:

- Please contact your telephone service provider for details and availability of this service in your area.

Storing the Voice Mail (VM) access number

In order to listen to your Voice Mail messages, you must dial your telephone service provider's Voice Mail access number. Once you have stored your Voice Mail access number, you can dial it automatically (page 34).

1 **【MENU】** → **【0】【7】【1】**

2 Enter your access number (max. 32 digits). → **【Save】** → **【OFF】**

Note:

- When storing your Voice Mail access number and your mailbox password, press **【PAUSE】** to add pauses (page 19) between the access number and the password as necessary. Consult your telephone service provider for the required pause time.
  Example:

083210	PPPP	8888
VM access number	Pauses	Password

To erase the Voice Mail access number
Repeat step 1, then press and hold **【Clear】** until all digits are erased. Press **【Save】**, then press **【OFF】**.

Listening to Voice Mail messages

If compatible with message indication signals provided by your service provider, the unit lets you know that you have new Voice Mail messages in the following ways:

– "**`Voice Mail`**" is displayed on the handset.
– The message indicator on the handset flashes slowly if message alert feature is turned on.

1 Press **【】**, then press **【VM】** within 15 seconds.

- If **【VM】** is not displayed, the Voice Mail access number has not been stored. Store the number (page 34).

OR
【MENU】 → "**`V.M. access`**" → **【Select】**

- The speakerphone turns on.

2 Follow the prerecorded instructions.

3 Press **【OFF】** when finished.

Note:

- If "**Voice Mail**" still remains on the display even after you have listened to new messages, turn it off by pressing and holding **【OFF】** until the handset beeps.

Message alert

Message alert controls the message indicator on the handset once it turns on, message indicator flashes slowly when there are new recorded messages in the Voice Mail system.

1 **【MENU】** → **【0】【⌗】**

2 Select the desired setting. → **【Save】** → **【OFF】**

Note:

- While message alert is on, battery operating time is shortened.

Handset locator

KX-TG5921

1 Base unit:
【HANDSET LOCATOR】
- The handset beeps for 1 minute.

2 Base unit:
To stop paging, press **【HANDSET LOCATOR】**.
Handset:
To stop paging, press **【OFF】**.

KX-TG5922

1 Base unit:
【🔊】, **【🔊】**, or **【🔊】**
- The handset beeps for 1 minute.

2 Base unit:
To stop paging, press **【🔊】**, **【🔊】**, or **【🔊】**.
Handset:
To stop paging, press **【OFF】**.

Intercom

Available model(s):
KX-TG5922

Intercom calls can be made between 2 handsets.

Note:
- If you receive a phone call while talking on the intercom, you hear 2 tones. To answer the call, press **【OFF】**, then press **【📞】**.

Making an intercom call

1 【INTERCOM】

2 Enter the extension number (**【1】** – **【3】**).
- The destination handset beeps for 1 minute.

3 To end the intercom call, press **【OFF】**.

Answering an intercom call

1 Press **【📞】** to answer the page.

2 To end the intercom call, press **【OFF】**.

Note:
- When the ringer volume is set to off, the handset rings at the low level for intercom calls.

Transferring calls between handsets, conference calls

Available model(s):
KX-TG5922

Outside calls can be transferred between 2 handsets. 2 handsets can have a conference call with an outside party.

1 During an outside call, press **【INTERCOM】** to put the call on hold.

2 Enter the extension number (**【1】** – **【3】**).

3 Wait for the paged party to answer.
- If the paged party does not answer, press **【】** to return to the outside call.

4 To complete the transfer, press **【OFF】**.
- The outside call is being routed to another handset.

To establish a conference call, press **【Conf】**.
- To leave the conference, press **【OFF】**. The other parties can continue the conversation.
- To put the outside call on hold, press **【HOLD】**. To resume the conference, press **【Conf】**.

Answering transferred calls

Press **【】** to answer the page.
- After the paging party disconnects, you can talk to the outside caller.

Registering a handset

The included handset and base unit are preregistered. If for some reason the handset is not registered to the base unit, register the handset.

KX-TG5921

1 **Handset:**
【MENU】 → **【0】【0】**

2 **Base unit:**
Press and hold **【HANDSET LOCATOR】** until the CHARGE indicator flashes.
- After the CHARGE indicator starts flashing, the rest of the procedure must be completed within 1 minute.

3 **Handset:**
Press **【OK】**, then wait until the handset beeps.

KX-TG5922

Important:
- If you accidentally assign another handset's extension number to the base unit, the originally assigned handset stops functioning. Confirm the extension number of the handset by placing it on the base unit or charger. Lift the handset from the base unit or charger before registering.

1 **Handset:**
【MENU】 → **【0】【0】**

2 **Base unit:**
Press and hold 【✎】, 【✎】, or 【✎】 until the CHARGE indicator flashes.

- After the CHARGE indicator starts flashing, the rest of the procedure must be completed within 1 minute.

3 **Handset:**
Press **【OK】**, then wait until the handset beeps.

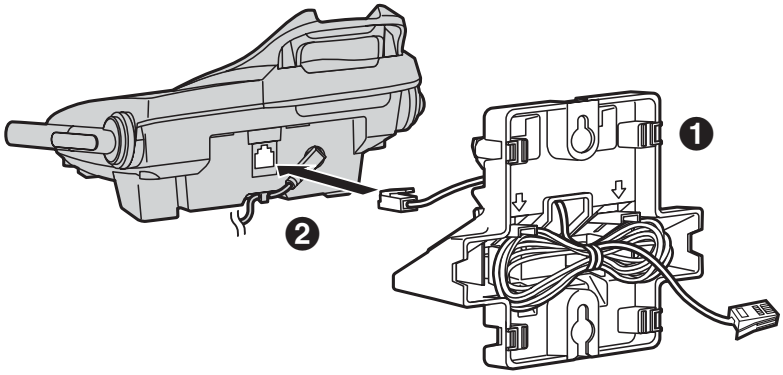
Registering an additional handset

See page 5 for information on the available models and extension numbers.
Start from step 2.

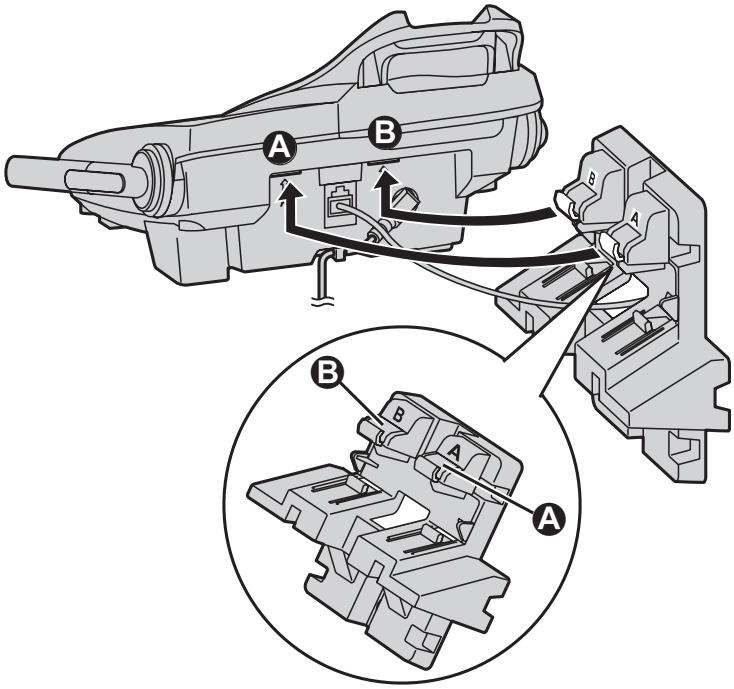
Wall mounting

Base unit

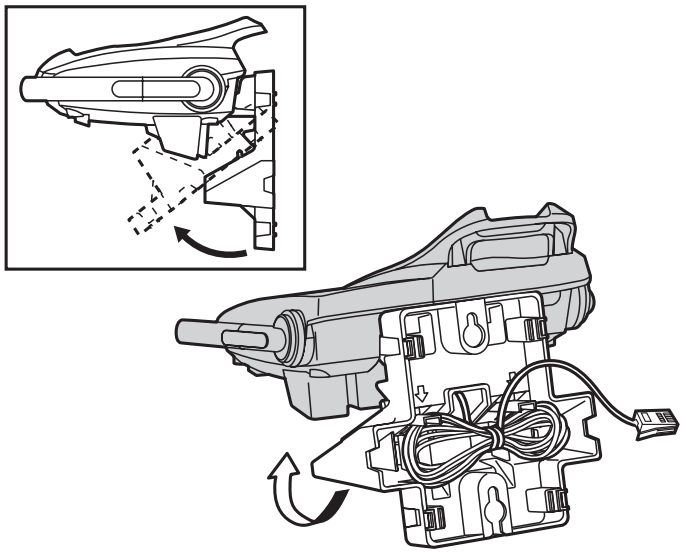
1 Tuck the telephone line cord inside the wall mounting adaptor (❶).
Connect the telephone line cord (❷).



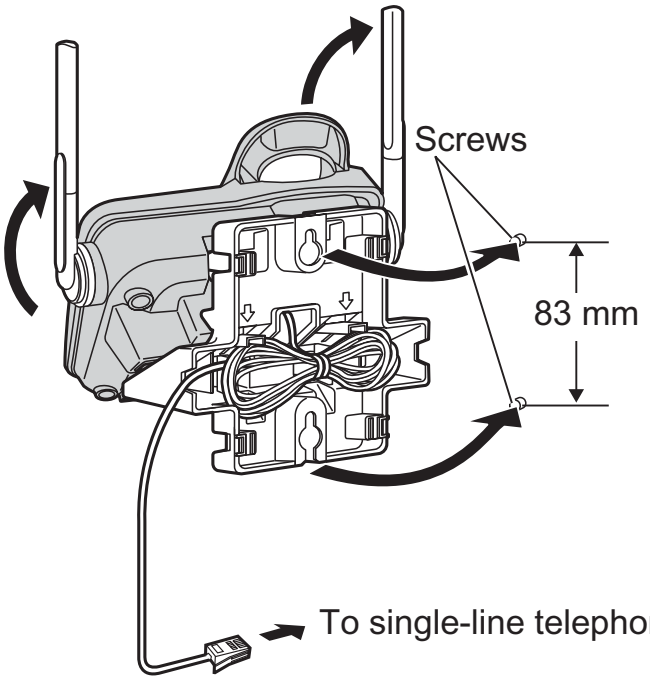
2 Insert the hooks on the wall mounting adaptor into the holes (Ⓐ) and (Ⓑ) on the base unit.

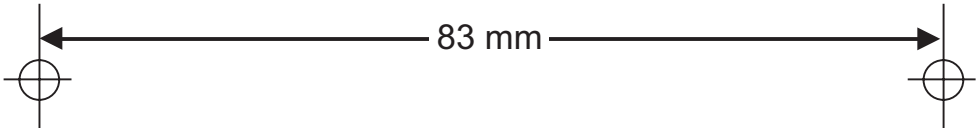


3 Adjust the adaptor to hold the base unit, then push it in the direction of the arrow until it clicks into place.



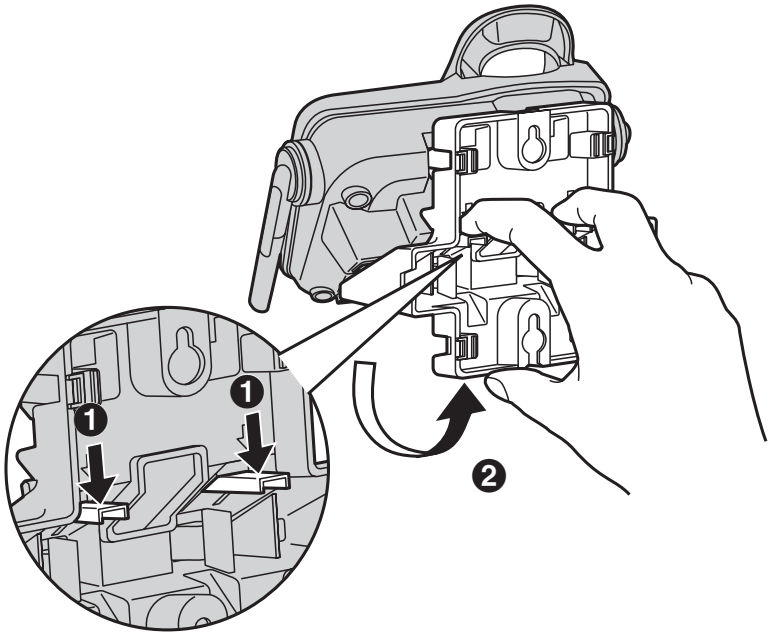
4 Connect the telephone line cord. Drive the screws (not included) into the wall using the wall mount template as a guide. Mount the unit, then slide it down.
Connect the AC adaptor to power outlet (page 12).





To remove the wall mounting adaptor

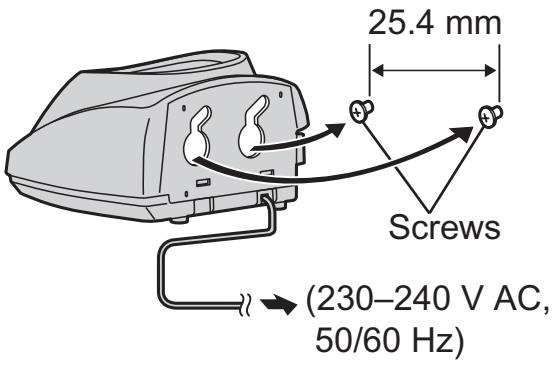
While pushing down the release levers (❶), remove the adaptor (❷).



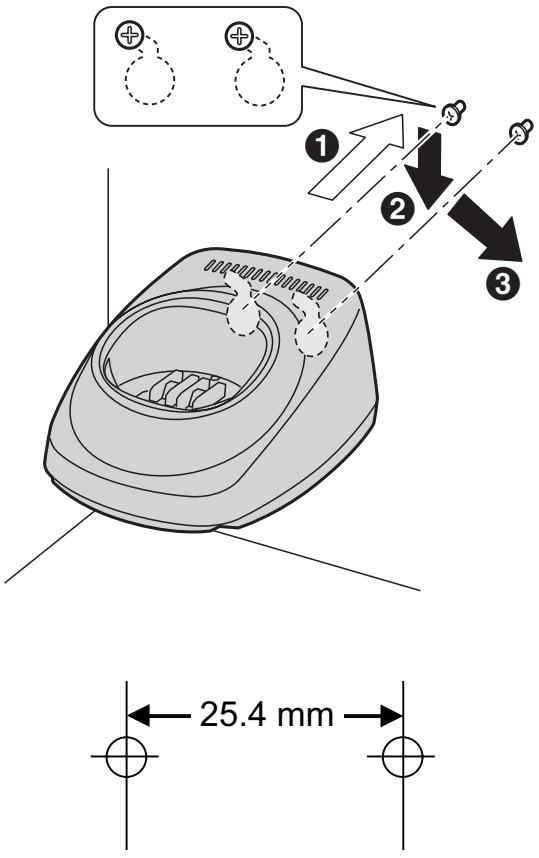
Charger

Available model(s):
KX-TG5922

1 Drive the screws (not included) into the wall using the wall mount template as a guide.



2 Mount the charger (❶), then slide it down (❷) and to the right (❸) until it is secure.



Headset (optional)

Connecting a headset to the handset allows hands-free phone conversations.

Note:

- Only telecommunications compliance labelled headsets should be plugged into the headset jack on the handset.

Switching a call between the headset and handset speakerphone

To switch to the handset speakerphone, press 【🔊】.
To return to the headset, press 【📞】.

Error messages

If the unit detects a problem, one of the following messages is shown on the display.

Display message	Cause/solution
Busy[*1]	● Another handset or the called handset unit is in use. ● The handset you tried to copy phonebook items to is in use. ● The handset you are calling is too far from the base unit.
Error!!	● The handset's registration has failed. Move the handset and base unit away from all electrical appliances and try again. ● Another handset user tried to send phonebook items to you but there was an error. Have the other handset user re-send the items to you (page 25).[*1]
---Incomplete--- **Phonebook full**[*1]	● The destination unit's phonebook memory is full. Erase unnecessary items from the destination unit's phonebook (page 24).
Invalid[*1]	● There is no handset registered to the base unit matching the extension number you entered.
No items stored	● Your phonebook or redial list is empty.
No link to base. **Move closer to base,** **try again.**	● The handset has lost communication with the base unit. Move closer to the base unit, and try again. ● Confirm that the base unit's AC adaptor is plugged in. ● Raise the base unit antennas. ● The handset's registration may have been cancelled. Re-register the handset (page 37).
Phonebook full	● There is no space to store new items in the phonebook. Erase unnecessary items (page 24).
Please lift up and try again.	● A handset button was pressed while the handset was on the base unit or charger. Lift the handset and press the button again.
Store VM access#	● You have not stored the Voice Mail access number. Store the number (page 34).

Display message	Cause/solution
System is busy. Please try again later.[*1]	● Other units are in use and the system is busy. Try again later.

*1 KX-TG5922

Troubleshooting

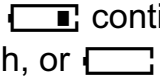
General use

Problem	Cause/solution
The unit does not work.	● Make sure the battery is installed correctly and fully charged (page 13, 14). ● Check the connections (page 12). ● Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again. ● The handset has not been registered to the base unit. Register the handset (page 37).
I cannot hear a dial tone.	● Confirm the telephone line cord is properly connected (page 12). ● Disconnect the unit from the telephone line and connect a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your telephone company.

Programmable settings

Problem	Cause/solution
While programming, the handset starts to ring.	● A call is being received. Answer the call and start again after hanging up.

Battery recharge

Problem	Cause/solution
I charged the battery fully, but  continues to flash, or is displayed.	● Clean the charge contacts and charge again (page 14). ● The battery may need to be replaced with a new one (page 13).
The handset display is blank.	● Confirm that the battery is properly installed. ● Fully charge the battery (page 14).

Making/answering calls, intercom

Problem	Cause/solution
Static is heard, sound cuts in and out. Interference from other electrical units.	● Move the handset and the base unit away from other electrical appliances. ● Move closer to the base unit. ● Raise the base unit antennas. ● Turn on the clarity booster feature (page 21). ● Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL provider for details.
The handset does not ring.	● The ringer volume is turned off. Adjust it (page 32).
I cannot make a call.	● The base unit or another handset is in use. Try again later.*1 ● If the above remedies do not solve the problem, set the dialling mode. Press **【MENU】【0】【5】【1】【Save】【OFF】**. ● The unit is not designed to be used with rotary (pulse dialling) services.
I cannot redial by pressing **【REDIAL】**.	● If the last number dialled was more than 48 digits long, the number will not be redialled correctly. Dial the number manually.
I cannot have a conversation using the headset.	● Make sure that an optional headset is connected properly (page 42). ● If "**SP-phone**" is displayed on the handset, press 【📞】 to switch to the headset.
I cannot page the handset.	● The called handset is too far from the base unit. ● The called handset is in use. Try again later.

*1 KX-TG5922

Phonebook

Problem	Cause/solution
Copying stopped with an item displayed.*1	● The destination handset may have lost communication with the base unit, or the destination unit user may have pressed 【📞】 or 【🔊】. The displayed phonebook item was not copied to the unit. Press 【**OFF**】. Confirm that the destination unit is not in use and try again.

*1 KX-TG5922

Caller ID

Problem	Cause/solution
The handset does not display the caller's phone number.	● You have not subscribed to Caller ID service. Contact your telephone company to subscribe. ● If your unit is connected to any additional telephone equipment such as a Caller ID box or cordless telephone jack, disconnect the unit from the equipment and plug the unit directly into the wall jack. ● Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL provider for details. ● Other telephone equipment such as a monitored Burglar Alarm or the modem in the SKY Digital decoder may be interfering with this unit. Disconnect the other equipment and try again. ● The caller requested not to send caller information (page 26). ● If a call is being transferred to you, the caller information is not displayed.*1

*1 KX-TG5922

Specifications

General

Operating environment	5 °C – 40 °C
Frequency	5.76 GHz – 5.84 GHz

Base unit

Dimensions	Approx. height 95 mm x width 174 mm x depth 143 mm
Mass (Weight)	KX-TG5921: Approx. 260 g KX-TG5922: Approx. 270 g
Power consumption	Standby: Approx. 2.4 W Maximum: Approx. 5.6 W
Power output	200 mW (max.)
Power supply	AC adaptor (230–240 V AC, 50/60 Hz)

Handset

Dimensions	Approx. height 173 mm x width 48 mm x depth 33 mm
Mass (Weight)	Approx. 170 g
Power output	200 mW (max.)
Power supply	Ni-MH battery (3.6 V, 830 mAh)

Charger[*1]

Dimensions	Approx. height 51 mm x width 88 mm x depth 100 mm
Mass (Weight)	Approx. 94 g
Power consumption	Standby: Approx. 1.3 W Maximum: Approx. 3.7 W
Power supply	AC adaptor (230–240 V AC, 50/60 Hz)

*1 KX-TG5922

Note:

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

Index

A Answering calls: *20*
Area code: *28*
Auto talk: *20*

B Battery
Charge: *14*
Installation: *13*
Level: *15*
Performance: *15*
Replacement: *13*
Booster (Clarity booster): *21*

C Call share: *22*
Call Waiting service: *21*
Caller ID service: *26*
Caller list
Calling back: *28*
Editing: *29*
Erasing: *29*
Storing: *29*
Viewing: *28*
Chain dial: *24*
Conference calls: *37*
Connections: *12*, *13*

D Display contrast: *32*

E Error messages: *43*

H Handset locator: *36*
Headset, optional: *42*
Hold: *20*

I Intercom: *36*

K Key tone: *32*

L Light-up ID: *27*
Line mode: *32*

M Making calls: *19*
Message alert: *35*
Missed calls: *26*
Mute: *21*

N Navigator key: *17*

P Pause: *19*
Phonebook: *23*
Phonebook copy: *25*

R Recall: *21*, *33*
Redial list: *19*
Registration: *37*
Ring colour: *32*
Ringer ID: *27*
Ringer off: *20*, *32*
Ringer tone: *32*

S Soft keys: *18*
SP-phone: *19*

T Transferring calls: *37*
Troubleshooting: *45*

V VE (voice enhancer): *22*
VM (Voice Mail): *34*
Voice Mail access number: *34*
Volume
Handset ringer: *32*
Receiver: *19*
Speaker: *19*

W Wall mounting
Base unit: *39*
Charger: *42*

Notes

Notes

Customer Support Centre Tel.No.: (09) 272 0178 or website www.panasonic.co.nz

Sales Department:
Panasonic New Zealand Limited
350 Te Irirangi Drive, East Tamaki, Private Bag 14911 Panmure, Auckland, New Zealand

Manufacturer:
Panasonic Communications Zhuhai Co., Ltd.
3 Ping Xi 8 Lu, Nanping Keji Gongye Yuan, Zhuhai, Guangdong, China 519060

Copyright:
This material is copyrighted by Panasonic Communications Co., Ltd., and may be reproduced for internal use only. All other reproduction, in whole or in part, is prohibited without the written consent of Panasonic Communications Co., Ltd.
© 2006 Panasonic Communications Co., Ltd. All Rights Reserved.

PQQX15172ZA DC0206SH0